



Appl. No. 10/721,704  
Response dated January 05, 2009  
Reply to Office Action of 07/03/2008  
EH 262965990 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 10/721,704  
Applicant : Howard M. Lee  
Filed : 11/25/2003  
TC/A.U. : 3623  
Examiner : MANSFIELD, THOMAS L  
Confirmation No. : 6308  
Title : AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF  
CUSTOMER AGENT INTERACTION  
Docket No. : 062403.P002  
Customer No. : 50787

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

In response to the Office Action mailed July 03, 2008, please consider the following:

**The Listing of Claims** begins on page 2 of this paper.

**Remarks/Arguments** begin on page 24 of this communication.

This communication contains 34 pages total.